

## I need assistance with...



**An ACE system  
issue or error**

### **ACE Support Desk (ASD)**

**Phone:** (866) 530-4172

**Email:** [ACE.Support@cbp.dhs.gov](mailto:ACE.Support@cbp.dhs.gov)

**PGA Users Email:** [PGAACEaccess@cbp.dhs.gov](mailto:PGAACEaccess@cbp.dhs.gov)



**Finding my Client  
Representative**

### **Client Representative Branch**

**Email:** [gmb.clientrepoutreach@cbp.dhs.gov](mailto:gmb.clientrepoutreach@cbp.dhs.gov)

Available Mon-Fri during business hours

Contact the ACE Support Desk outside of business hours



**How to perform  
functions in ACE**

### **ACE Training Resources**

**Website:** [www.cbp.gov/ace-training](http://www.cbp.gov/ace-training)



**Guidance on CBP  
processes and  
business  
operations**

**OFO Cargo Division** [cscwarehousing@cbp.dhs.gov](mailto:cscwarehousing@cbp.dhs.gov)

**AES Direct** [askaes@census.gov](mailto:askaes@census.gov)

**Drawback** [otdrawback@cbp.dhs.gov](mailto:otdrawback@cbp.dhs.gov)

**Reconciliation** [of-reconfolder@cbp.dhs.gov](mailto:of-reconfolder@cbp.dhs.gov)

**Entry Summary** [otentrysummary@cbp.dhs.gov](mailto:otentrysummary@cbp.dhs.gov)

**Reports** [ace.reports@cbp.dhs.gov](mailto:ace.reports@cbp.dhs.gov)



**Recent updates  
and common  
questions**

### **Bi-Weekly Trade Call**

**Details available at:** [www.cbp.gov/ace-support](http://www.cbp.gov/ace-support)

## **Don't Forget! Cargo System Messaging Service (CSMS)**

Sign up for automatic email updates on new trade processing capabilities, technical documentation, filing issues, and more: <https://csms.cbp.gov>

